

Request for Proposals

06-058 KAH Part C

Hosted Email Standby System



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

1.1 Introduction

King County is soliciting responses to Request for Proposal **RFP 06-058** for a secure, web-based, hosted email standby system that County staff would use when the County's production email system is unavailable due to a disaster or other circumstances. The system will be synchronized with the County's primary email environment to provide continuous access to the County's email during an outage. Implementation will occur in the test email environment first and upon acceptance, installed into the County's production email environment. In the event of an emergency, the standby system will be quickly activated. All County email users will have direct access to a fully functional Web-based email account that allows them to send and receive email from their standard email address via a web browser. The standby email system will include key features of the County's email system including global address book, contact lists, calendar appointments, and distribution lists. All email sent or received during an outage will be migrated back and appended to the County's primary production email system after the outage is complete. The system implementation will include email administrators and end-users trained to use the hosted email standby system.

1.2 Background

King County is a multi-purpose government with approximately 16,000 employees. Located in Washington State, and covering more than 2,200 square miles between Puget Sound and the Cascade mountain range, King County is nearly twice as large as the average county in the United States. With more than 1.7 million people, King County ranks as the 12th most populous county in the nation. The largest city in King County is Seattle, and the Seattle/Tacoma/Bremerton Metropolitan Statistical Area is the 13th most populous MSA in the nation. (County and MSA population statistics are from the 2000 U.S. census).

King County provides regional services to all residents of the county, including people who live within the cities. County operations include courts and related legal services, public health services, county sheriff and jail, records and elections, property tax appraisals, assessments, public transit, wastewater treatment, and regional parks and facilities including the King County International Airport (Boeing Field). The County is comprised of three branches of government: the executive branch with a separately elected county executive, assessor, sheriff and prosecutor; district and superior courts with separately elected judges; and county council with separately elected council members.

Most County agencies identified email as a critical application that must be available in less than 24 hours after a disaster to support the King County Emergency Management Plan.

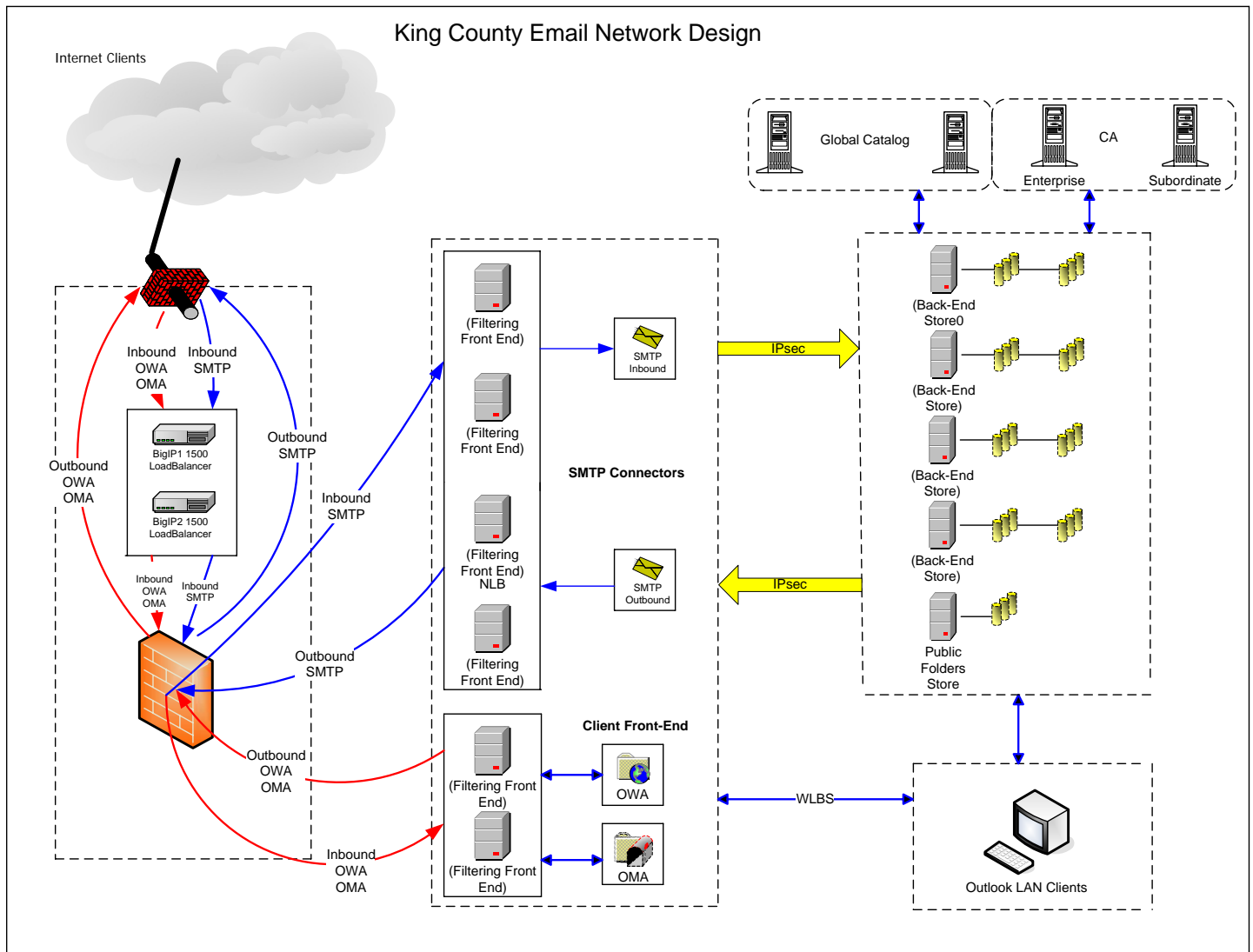
1.3 King County's Email Environment

The County's production Exchange 2003 email environment supports more than 11,300 users and has over 12,700 mailboxes including distribution lists and meeting rooms. The email clients supported are:

- Outlook 2000 all versions
- Outlook 2002/XP all versions
- Outlook 2003 all versions

Technical Specifications

A logical network design of the King County Email system is provided below.



1.4 Respondent Responses

Throughout the RFP are three types of requests for capabilities. Detailed and complete answers are expected in all circumstances in the appropriate Exhibit.

A. Mandatory Requirement

This is a requirement of high importance to the County. Respondents shall document their capabilities for meeting these. Respondents will be disqualified, at the sole discretion of the County, for failure to meet the requirement.

B. Desirable Capability

These items represent capabilities the County would like to have. Respondents will not be disqualified for failing to respond, but lack of a response could have an impact on the overall score.

Technical Specifications

C. Required Response

Respondents shall provide a response. Respondents may be disqualified, at the sole discretion of the County, for failure to provide a response.

1.5 Mandatory Requirements

Using Exhibit A, Respondent shall describe how each Mandatory Requirement is met.

A. System Compatibility

1. The hosted email standby system shall be compatible with:

- Exchange 2003 and above

AND

- Windows Server 2003 and above.

B. System Activation

1. Multiple methods, e.g., phone, email, etc., to activate the hosted email standby system shall be provided to the County.
2. Each activation method shall include a verification process to certify that individuals are authorized to activate the hosted email standby system for the County.
3. The County shall be allowed to activate at any time of day, 24x7x365.

C. System Deactivation

1. Upon deactivation of the hosted email standby system, all email sent, email received and email data processed using the hosted email standby system shall be appended to the County's production email system and made available to County end-users within 24 hours after deactivation notification by the County.
 - Processed email data includes, but is not limited to:
 - Adds, deletions and modifications to global address book, public folders, personal contacts, personal calendars and distribution lists
 - Changes to mailboxes such as data moved between folders or adding folders to a mailbox.
2. The automated process to append all email sent, email received and email data processed by the hosted email standby system shall use a secure method.

D. System Functionality

1. When activated, the hosted email standby system shall be fully functional and accessible to all County employees within 24 hours or less of activation.
 - Full functionality shall include end-users who can:
 - Send, receive and process email data from their existing County email address (see C.1 for a description of process email data).
 - Use their existing email password to access the standby email system.
 - Access the hosted email standby system via an intuitive web browser from the Internet.
 - The County's global address book, public folders, personal contacts, personal calendars and distribution lists shall be accessible and shall include updates that are no more than 24 hours old when the hosted email standby system is fully functional after activation.

Technical Specifications

E. Multiple Email Domains

1. The system shall support multiple email domains including metrokc.gov and other County hosted domains for up to 10 domains.

F. Security

1. Email and related data shall be securely stored at the hosted vendor's facility. This includes, but is not limited to:
 - Access to areas where servers that filter and store email and related data shall be monitored and protected by either a password, passkey, biometric equipment or other security method
 - Service provider administrators shall have the minimum level of access control necessary to support the hosted email standby system
 - Audit trails for entry access and data access shall be maintained
2. Web access control for data stored at the hosted facility shall be at least 128 bit SSL.

G. Protocols Not Allowed

1. The hosted email standby system shall not require the following protocols to enter the County's network: RPC, IMAP and POP.

H. Data Center

1. The data center(s) where the hosted email standby system is located shall be a secure facility that meets the Tier III standard defined by The Uptime Institute, Inc. ® in the Tier Classifications Define Site Infrastructure Performance. Evidence of the Tier level shall be provided by the Respondent to the County. This standard is available at http://www.upsite.com/file_downloads/PDF/TUI_WPapers_0506/TUI705CTierClassification_WP.pdf and includes but is not limited to:
 - Multiple power and cooling distribution paths with only one active path and redundant components and infrastructure that are concurrently maintainable providing 99.982% availability.
 - Infrastructure that includes environmental systems with multiple chillers, excess cooling capacity, dual water supplies and fire/smoke/water detection and prevention systems.
 - A hardened facility with built-in redundancy throughout to mitigate the risk of any type of failure. This includes receiving power and communications for voice and data from multiple providers; via multiple above and below ground paths. The facility should be outfitted with UPS and backup generators.
 - Security provisions that include 24x7 guard patrols, closed-circuit surveillance of all critical areas monitored 24x7 and strictly controlled access entrances to facilities.

I. Elevated Privileges

1. System installation and support shall not require the County to provide elevated privileges for email and Active Directory access to non- County personnel and to County personnel who are not already email and/or Active Directory administrators. County email and Active Directory administrators shall work with service provider personnel when elevated privileges are needed.

J. Patch Management, System Updates, System Upgrades

1. The successful Respondent shall maintain current patch levels on the hosted email standby system.

Technical Specifications

2. The successful Respondent shall maintain current patch levels on all software installed by the successful Respondent in the County's email environment.
3. The successful Respondent shall assist the County in testing all patches, system updates, system upgrades on any and all systems installed in the county's environment. Testing will be conducted in the County's test email environment first and then in the County's production email environment for up to 10% of mailboxes.

K. Disaster Recovery Plan

1. The successful Respondent shall have an up-to date disaster recovery plan for the hosted email standby system that has been exercised (tested) within the last 12 months.

L. Web Access

1. Access to the hosted email standby system for end users and for email administrators shall be via a SSL connection with a web browser using the following browser types for both Personal Computers and Macintosh Computers:
 - Internet Explorer versions 4.x, and above,
 - Safari 1.x and above (Macintosh only),
 - Firefox 1.x and above, and
 - Netscape 7.x and above.

1.6 Desirable Capability

Using Exhibit B, Respondent shall describe how each Desired Capability is met.

A. Blackberry Devices

1. The hosted email standby system supports emailing to Blackberry devices.

B. Subset of Production

1. The hosted email standby system can activate a subset of the County email environment. A subset is one or more of the following:
 - A single email server
 - A single email information store

1.7 Required Response

Using Exhibit C, Respondent shall respond to each Required Response.

A. Hosted Email Standby System Description

1. Describe the hosted email standby system technical architecture and operating environment.
 - Attach a schematic.
 - Include a description and quantities for all required software.
 - Include specifications and quantities for all required hardware.
2. Describe how the hosted email standby system would be implemented for the County.
3. Describe administrator features, functions, and processes.
4. Describe end-user features and functions.
5. Describe the process used to synchronize the County's production email data with the hosted email standby system. Identify any latencies in synchronization.

Technical Specifications

- This includes all County employees' email addresses and passwords, public folders, contacts, calendars and distribution lists
 - This does not include sent, received and processed historical email or pst files.
6. Describe the typical customer process to activate the hosted email standby system at the time of a disaster.
 7. Describe the typical customer process to deactivate the hosted email standby system and resume using the customer's production email system.
 8. Describe the web email client functionality. Functionality includes but is not limited to:
 - Attachments
 - Calendars
 - Distribution lists
 - Mail Formats supported including html, rich text, plain text
 - Mailbox
 - Meetings and Reminders
 - Searches
 - Spell Checking
 - Sub-Folders
 9. Identify any restrictions in the web email client.
 10. Describe what happens to customer processed email data after deactivation of the hosted email standby system, such as how it is cleared of fixed media. (See 1.5.C.1 for a description of process email data.)
 11. List the email protocols supported.
- B. Benchmarks
1. Provide benchmark test results for end-user response times for the following:
 - a. A high speed Internet connection, including benchmarks to:
 - Open an email
 - Send an email
 - Open calendar item
 - Create calendar item
 - b. A dial-up connection, including benchmarks to:
 - Open an email
 - Send an email
 - Open calendar item
 - Create calendar item
- C. Email Recovery
1. Describe how an end-user would recover accidentally deleted email in the hosted email standby system.
 2. Describe how the County email administrator would recover accidentally deleted email in the hosted email standby system.
 3. Describe how to recover email messages. Specifically identify if a single email message can be recovered or if the entire mailbox needs to be recovered to recover a message.
- D. Spam, Viruses and Unwanted Content
1. Describe how spam, viruses, and unwanted content are prevented. List products used.

Technical Specifications

2. Describe how spam, viruses and unwanted content are eliminated when not caught by prevention techniques.
 3. Describe how false positive quarantined email is recovered.
 4. Describe how a false positive and a false negative spam message are determined. Provide statistics on false positive and false negative rates.
- E. System Update, Upgrade and Maintenance
1. Describe the hardware, software, and services support offered including support hours. Identify whether service is included in the Base Services or Optional Services section of Exhibit G.
 2. Describe the hosted email standby system update, upgrade and maintenance processes and schedule. Identify the maintenance window.
 3. Describe impacts to the County production email system during the update, upgrade and maintenance processes.
 4. Describe how the successful Respondent will ensure that the hosted standby email system has long-term viability and will maintain compatibility with the County's production email system in the event that the County continues to use an older version of its' software for an extended period of time. Software versions are identified in 1.5.A.1 and 1.5.M.1.
- F. System Backups and Restoration
1. Describe the backup frequency and process for hosted email standby system's data infrastructure.
 2. Describe the backup frequency and process for client email data in the hosted email standby system.
 3. Describe the frequency and process for testing the restoration of backed up email system and client data.
 4. Describe the media retention process and off site storage procedures.
 5. Describe how defective, historical or old media is destroyed and/or disposed of.
- G. Disaster Recovery Plan
1. Briefly describe the disaster recovery plan for the hosted email standby system and attach the plan outline.
 2. Identify if practice drills for failover to emergency power and backup generators for the entire data center are included in the plan.
 3. Identify the date(s) when the plan was exercised during the past 12 months.
- H. Single Points of Failure
1. List and describe all single points of failure in the hosted email standby system and its infrastructure.
 2. For each single point of failure, describe:
 - If mitigated, how it has been mitigated (i.e. via hardware/software, etc)OR
 - If not mitigated, describe how this risk is managed to minimize the impact of a failure.
- I. Policy Compliance
1. Identify by sub-section number and describe what the Respondent cannot adhere to in the following King County policies available at <http://www.metrokc.gov/oirm/services/standards.aspx>:
 - Enterprise Information Security Policy section 5.1,

Technical Specifications

- King County Information Privacy Policy, and
- Password Management Policy

J. Quality

1. Describe how Respondent will provide end-to-end quality to the County so that all components added to or replaced in the hosted email standby system will not adversely affect service level or system's longevity.
2. Describe Respondent's policies and practices to ensure quality of system updates, upgrades and support.

K. Service Level Agreement

1. Provide a copy of a standard service level agreement (SLA) for the hosted email service. Ensure that any and all customer references are redacted. The Respondent's standard SLA will be used for information purposes by the County. An agreement for service will be negotiated by the County with the successful Respondent and included in the Contract scope of work.
2. Describe the SLA performance metrics that are measured and guaranteed, including, but not limited to, network bandwidth.
3. If the situation has occurred where the terms of a client SLA were not met, describe the situation and the remedy provided to the client.

L. Account Manager

1. Describe how Respondent will provide a single account manager as the communication channel between the Respondent and the County. Include in this description the name, location and telephone number of the account manager identified to work with the County. The account manager should be responsible for coordinating all aspects associated with the Contract, work with County staff to resolve issues and provide quarterly service level metrics for the County. These services should be provided at no additional cost to the County.

M. RFP Part B – Standard Contract Terms and Condition Review

1. Submit a signed letter by your attorney or authorized legal representative stating one of the two following options:
 - Your company can comply with all terms and conditions of the RFP Part B – ContractOR
 - Your company takes exception to the terms and conditions in RFP PART B – Contract. Include PART B as an attachment to this letter, identifying the exceptions and proposed changes. Identify all changes in PART B using the track changes feature in Microsoft Word.

N. Statement of Work

1. Provide a statement of work to install and implement the hosted email service for the County. The County would like testing to occur in the following two stages:
 - In the County's test email environment
 - In the County's production email environmentInclude tasks and activities, schedule, performance metrics, acceptance criteria, and describe resources provided by the County and by the Respondent. Upon agreement by the County the statement of work will serve as the definition of the implementation plan.

Technical Specifications

Provide names and resumes, specifically identifying experience with hosted email standby system implementations for all Respondent provided personnel and identify the roles that each will have during installation and implementation. The successful Respondent will notify the County in advance of any changes to proposed personnel for approval by the County.

2. Include in the statement of work a description of the training for up to 10 County email administrators and for up to 11,500 end-users.
 - Describe the training required to implement and support the hosted standby email service by the County's email administrators, including content, format, schedule, location, and certification of courses, materials and instructors. If the training is to be provided by a third party, additionally identify this company and its location(s).
 - Describe what information and how it will be conveyed to the County's end-users so they know how to use the hosted standby email service at the time of a disaster.

1.8 Required Response - Company Profile And Financial Information

Using Exhibit D, Respondent shall respond to each Required Response for company and financial Information and shall provide this same information for any partners or subcontractors included in this proposal.

- A. Company's full name.
- B. Location of the company's headquarters, include address and telephone number.
- C. Mission and vision statements for the company.
- D. Organization chart of the company.
- E. Whether the company is publicly or privately held.
- F. Length of time the company has been in business
- G. Description of the company's target market and reasons for this strategy.
- H. List and description of Microsoft partner certifications held by the company.
- I. Description of the company's business relationship with Microsoft and the number of years this relationship has existed.
- J. Location of company offices and service centers that are pertinent to the proposal, including numbers and types of staff at these locations.
- K. Length of time the company has offered the proposed service(s).
- L. Number of customers using the proposed hosted email standby system.
- M. Number of similar size implementations of the proposed hosted email standby system completed during the past three years.

Technical Specifications

- N. Indicate why the Respondent considers itself to be the “right” Respondent and what key strengths it will bring to the County.
- O. Provide proof of financial stability by supplying a set of current audited financial statements including, but not limited to, Income Statement, Balance Sheet, Cash Flow Statement, Notes to the Financial Statements, and the Management Discussion & Analysis. (If the Respondent cannot provide an audited financial statement, it may provide a reasonable equivalent. However, if the County cannot extract from the information provided, a clear indication of the Respondent’s financial stability, this may reflect negatively on the Respondent’s overall evaluation.)

1.9 Required Response - Client References

Using Exhibit E, provide the names of at least three (3) current customers with whom the Respondent has entered into a similar agreement and whom the County may contact. Of the three client references, at least two (2) should be from the public sector, preferably with citizen populations over 1,000,000. Include the following information on Exhibit E:

- The contact name, address, and telephone number of the customer.
- A description of the Contract;
- The start and end date for the Contract;
- The value of the Contract;

1.10 Response Format

A. Introduction

In order to facilitate the analysis of responses to this RFP, Respondents are required to prepare their proposals in accordance with the instructions outlined in this section. Each Respondent is required to submit the proposal in a sealed package.

Respondents whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the County.

Furthermore, the County will not accept partial responses to this RFP. Responses shall be for the complete set of products and services encompassed in this RFP.

B. Response Size

Respondents are encouraged to submit clear, concise, and complete responses to the RFP. Responses of excessive length are discouraged. Respondents are cautioned against submitting excessive and extraneous materials not directly responsive to the issues raised in the RFP. All parts, pages, figures, and tables should be numbered and clearly labeled.

C. Response Format

Responses to the RFP shall be in hard copy, accompanied by a PDF file that is an electronic version of the hard copy. In addition, Exhibit A - E shall be included as a softcopy in Microsoft Word 2000 or later format. The County requires one unbound hard copy and an electronic submission via CD in a sealed package marked with the Proposal Number and Proposal Close Date, with one (1) original Exhibit F and Exhibit G accompanied by a CD containing an electronic submission of Exhibit F and Exhibit G in Excel 2000 or later format in a sealed envelope within the sealed package. The responses shall follow the order of attachments described below.

Technical Specifications

Proposals that do not conform to this format are subject to disqualification. All questions shall be answered in the referenced Exhibits.

Additional information such as brochures and data sheets shall be separate from the response sections. The County will not consider the submission of brochures and/or other marketing material as a substitute for written responses in the Exhibits.

D. Order Of Attachments In Submission

The table below indicates the required format for proposal responses. The right column provides the location within this RFP where the necessary information and instructions can be found in order to respond to the given section. The proposal responses should be organized as follows:

Proposal Response Overviews	Instruction Location
1. RFP and Addendum/Addenda Cover Page(s)	
2. Response Form Mandatory Requirements	Exhibit A
3. Response Form Desirable Capabilities	Exhibit B
4. Response Form Required Response	Exhibit C
5. Response Form Required Response - Company Profile and Financial Information	Exhibit D
6. Response Form Required Response – Client References	Exhibit E
7. Price Detail Sheet – Implementation Services Note: include both Price Detail Sheets together under one separate, sealed cover in both hard copy and in an Excel 2000 or later version on a CD	Exhibit F
8. Price Detail Sheet – Hosted System Services Note: include both Price Detail Sheets together under one separate, sealed cover in both hard copy and in an Excel 2000 or later version on a CD	Exhibit G

Exhibit F, Price Detail Sheet: Hosted Email Standby System - Implementation Services

Item Description				Proposal Reference (1)	Additional Cost Information
Installation Services	# Hours	Hourly Rate	Amount		
Global Testing - Test Environment			\$0.00	1.7.N.1	
Global Testing - Production Environment			\$0.00	1.7.N.1	
			\$0.00		
			\$0.00		
			\$0.00		
Installation Services Subtotal			\$0.00		
Training Services	Student	Per Student	Amount		
Administrator Training	10		\$0.00	1.7.N.2	
End-User Training	11,500		\$0.00	1.7.N.2	
Training Services Subtotal			\$0.00		
Hardware (2)	Quantity	Price Each	Amount		
			\$0.00		
			\$0.00		
			\$0.00		
Hardware Subtotal			\$0.00		
Software License Fees (3)	Quantity	Price Each	Amount		
			\$0.00		
			\$0.00		
			\$0.00		
Software Subtotal			\$0.00		
Other (describe)	Quantity	Price Each	Amount		
			\$0.00		
			\$0.00		
			\$0.00		
Other Subtotal			\$0.00		
Implementation Services Total			\$0.00		

Notes:

(1) Identify Part C sub-section reference number where Item is described

(2) Specify technical requirements for hardware

(3) For end-user license fees, also include pricing for increments of additional users

Exhibit G, Price Detail Sheet: Hosted Email Standby System - Hosted System Services

Item Description	Annual Service Amount	Number of Times/Year	Duration (1)	Proposal Reference (2)	Additional Cost Information
Base Services (itemize each service included)					Describe process for periodic price adjustments for increases/decreases in number of County email end-users
Activation				1.5.B, 1.5.D	
Deactivation				1.5.C	
System Update, Upgrade, Maintenance and Support		On-going		1.7.E	
Base Services Subtotal	\$0.00				
Optional Services (itemize and describe each service)					
Optional Services Subtotal	\$0.00				
Technical Support (itemize)					Identify anticipated percentage price increase for each subsequent year within the proposed 5 year contract period
Technical Support Subtotal	\$0.00				
Hardware/Software Maintenance (itemize)					
Hardware/Software Maintenance Subtotal	\$0.00				
Services Total	\$0.00				

Notes:

(1) Identify time period (hours, days, weeks, months, etc.)

(2) Identify Part C sub-section reference number where Item is described